

CountLab 4, 5, 6 Software Installation & Use.

The following manual will give you information on how to set up install and use the programming software for the Countlab 4,5,6 models.

There are free video demonstrations on each section below on Countlab.co.uk website, simply search the code on the website shown after each section title (e.g., CL401).

Installing the software (CL401, CL402)

Firstly, install the software on to a Windows 10 PC making sure it either has a RS232 serial port or a USB port free. This can be done from the CD provided with your till or downloaded on the countlab website (CL401 CL402).

Installing the connecting cable. (CL403)

Once you have installed the software you will need to install your cable, plug one end into the 9 pin RS232 port at the rear of the cash register, the other goes to your PC in either the RS232 port or USB if using the adaptor (CL403).

Changing the setting on your PC to match the till (CL404)

The port setting in the till software and the setting on your own PC must match without this they will not communicate with each other; please ensure you watch the video fully to ensure you have set it up correctly.

Once all above has been done the till is ready to be programmed, please see below for demonstration videos showing the set up of each part of the programming.

Department/Categories programming - CL411

PLU Product programming – CL412

Tax/Vat programming – CL413

Operator name programming – CL414

Receipt Top message programming – CL415

Receipt bottom message – CL416

Graphic Logo set up – CL417

Troubleshooting / FAQ /Error messages.

What else can I do with the software?

This is a free utility software and is designed to allow you to quickly customised your till to your organisation's requirements, any other features not in this manual are currently unsupported in the UK

What does the "PC Message" shown on the software do?

This is used to change descriptions in the software and shouldn't be changed.

What does Line of(12345) write falsed mean?

This means the software hasn't communicated with the till correctly.

Check the till metal key is in PGM position.

Ensure com port and Baud rates are set correctly (CL404 VIDEO)

Ensure you selected ECR100 till on starting the software.

Ensure you have the cables connected correctly.

There are lots of other Icons shown in the programming utility, what do they do?

These are for future use and are currently unsupported in the UK

The till beeps when sending information to the till from the PC

This is quite normal and is an audible sound to let you know the data is being sent.